



ACCOUNT APPLICATION FORM

Thank you for applying for an account with Australian Manufacturing Company Pty Ltd ACN 161 569 526; trading as 'Rener Health Products', the leader in WA for distribution and education for natural health products. Please complete the details below and return a signed copy to us by fax, email or post. If you have any queries please contact one of our friendly customer service staff. **Please ensure copies of relevant qualifications and witness signature accompany your application to prevent delays in processing.**

Applicant's full legal name:

Applicant's ACN/ABN:

Applicant's trade / business name:

Practitioner/Contact Name:

Phone:

Fax:

Mobile:

Email:

Accounts Contact:

Accounts Phone:

PHARMACY ONLY:

Pharmacy Buyer Contact Name:

Pharmacy Banner/Buying Group (please attach proof):

Delivery Address:

State:

Post Code:

Please tick for Authority to Leave (ATL) if address is unattended

Delivery Instructions:

Postal Address:

State:

Post Code:

Is your business (please check box)

Sole Trader

Partnership

Limited Partnership

Public Company

Trust

Proprietary Company

Date of Registration Business:

Name, DOB and Driver's License No. of: Director(s) Partners Proprietors Individual trustee(s) (please check box)

1. Name:

DOB:

Driver's License No:

2. Name:

DOB:

Driver's License No:

3. Name:

DOB:

Driver's License No:

Type of Business:

If Practitioner, please specify modality/ies:

Details of Qualifications:

Name of Association (if applicable):

Association/Provider Number (if applicable):

TGA Exemption Number (if applicable):

****Please provide copies of your Qualifications or AHPRA certification****

Credit

COD Type Account (payment with order; leave credit references blank)

30 Day Type Account (please provide 2 credit references below for this option)

Credit References:

Company: _____ Contact Name: _____

Phone: _____ Fax: _____ Email: _____

Company: _____ Contact Name: _____

Phone: _____ Fax: _____ Email: _____

Please note that we will endeavour to contact your credit references to verify; this may cause delays in processing. Note that some companies do not provide credit references; please check with them directly. Rener Health Products reserves the right to refuse a credit account

TERMS OF APPLICATION

General terms

By signing this Application Form, the applicant named in this Form (**Applicant**):

1. applies to open a cash on delivery or credit account with Rener Health Products (as the case may be) to be established, operated and used in accordance with the terms and condition set out in this document;
2. acknowledges and agrees that, if Rener Health Products accepts the application, the Terms of Trade set out on [pages 4 to 5] of this document apply and bind the Applicant (referred to therein as 'you') and Rener Health Products (referred to therein as 'us' / 'we') in every case where Rener Health Products provides goods and/or services to (or on behalf of) the Applicant;
3. acknowledges and agrees that Rener Health Products may accept this application expressly in writing or impliedly by conduct (including by providing goods or services to the Applicant) or refuse this application in its absolute discretion;
4. acknowledges that as at this date there are no legal actions or judgments against the Applicant and that the Applicant is able to pay our debts as and when they fall due;
5. if the Applicant holds a practitioner account with Rener Health Products - agrees to abide by 'Practitioner only' Suppliers' marketing, retail, online and other policies; and
6. warrants to Rener Health Products that the information provided by the Applicant in this Application Form is true and correct; and
7. acknowledges and agrees that Rener Health Products may seek commercial credit information about the Applicant (SECTION 18L (4) PRIVACY ACT 1988). If Rener Health Products considers it relevant to assess this application for personal credit, Rener Health Products may obtain a report about the Applicant's commercial activities or commercial worthiness from a business which provides information about the commercial credit worthiness of persons. The Applicant understands that the information may be used to assess this application for credit and to notify other credit providers of a default by the Applicant.

Guarantee

In consideration for Rener Health Products accepting this application, each individual who signs this document (whether as guarantor or for and on behalf of the Applicant) unconditionally and irrevocably guarantees (and if more than one, then jointly and severally) to Rener Health Products the following:

1. the due and punctual payment of all amounts payable by the Applicant to Rener Health Products;
2. the performance of each of the Applicant's obligations to Rener Health Products (whether in accordance with this document or otherwise).

Each guarantor must immediately on demand pay to Rener Health Products any amount that the Applicant has failed to pay to Rener Health Products when due and payable.

Each guarantor indemnifies Rener Health Products against any loss, cost or liability suffered, paid or incurred by Rener Health Products in relation to the Applicant's failure to perform its obligations to Rener Health Products.

This guarantee is enforceable against each guarantor whether or not Rener Health Products has made a demand on the Applicant, given any notice to the Applicant or taken any steps against the Applicant and whether or not this guarantee is wholly or partly unenforceable for any reason.



RENER
HEALTH PRODUCTS

Leading the Natural Health Industry in WA

ACCOUNT APPLICATION FORM SIGNATURES

Account Applications are generally processed within 24-48 hours of receipt; please ensure all relevant areas are filled out in full, you have attached relevant qualifications and signed accordingly to prevent any delays. Note that the applicant and the guarantor may be the same person if you are a sole trader; please sign both areas). A confirmation email will follow approval, which will include account details, a current pricelist, order form and monthly specials.

Executed by the Applicant(s):

Signed by the Applicant, or for and on behalf of the Applicant by its authority and in accordance with its governing rules:

.....
Signature

.....
Signature

.....
Full name (please print)

.....
Full name (please print)

Executed by the applicant(s)/guarantor(s):

.....
Signature

.....
Signature

.....
Full name (please print)

.....
Full name (please print)

Executed by Witness:

*NB: Anyone over the age of 18 years may witness your signature

Witness signature

.....

Witness name (please print)

.....

Witness address (please print)

.....

Witness occupation (please print)

.....



Terms of Trade

Effective as at September 2018

Western Australia based distribution company

Please be aware that we are a Western Australia based distribution company and as such operate within the Australian Western Standard Time zone (AWST). If you are based outside of Western Australia, kindly familiarise yourself with any time differences and accommodate your communications and orders accordingly. All timeframes and opening hours stated below are in AWST. Rener Health Products cannot be held liable/are not responsible for any issues involving time zone differences.

Credit terms

If we approve your application to open a credit account with us, you must pay the whole amount as shown on your invoice issued by us, on or before the due date. Note that direct deposits can take up to 48 hours to be received - please arrange payment to accommodate this time frame so as to prevent your account going to credit hold. Credit card payments made online at www.myrener.com.au are received immediately.

We may (at any time, without notice and without any liability to you) refuse credit to you and/or suspend or cancel your credit account with us for any reason whatsoever including (without limitation) because:

- (a) you fail to pay amounts owing to us when due;
- (b) you no longer satisfy the TGA practitioner requirements;
- (c) if you are a student who ceases to be enrolled in an accredited course, share your account with another person or advertise products;
- (d) your ABN expires or is invalid and is not replaced;
- (e) you have engaged in unlawful activity in connection with your business;
- (f) you fail to comply with any relevant retail policies or supplier requirements;
- (g) you have engaged in predatory pricing or similar anti-competitive activities;
- (h) you or your employees have published negative or derogatory remarks including on any social media medium;
- (i) the ownership or control of your business has changed; or your account has been inactive for 12 months.
- (j) a credit limit may be set on your account at any time at the discretion of Rener Health Products. This amount is generally based on payment history and is subject to review upon request

On your request, we will notify you by e-mail for our reasons for refusing you credit or suspending or cancelling your account.

Cash on Delivery (COD)

ALL non-credit account holders are allocated a COD type account, whereby payment MUST accompany all orders. We do accept credit card payments as below. Orders may be held for 24 hours pending payment, after which if payment is not received it will be cancelled.

Payment Method

Payments may be made by cash, cheque, direct deposit or credit card (MasterCard and Visa) over the phone and online. At this stage we do not pass on any bank fees incurred by us in accepting payment via credit card. The amount stated in a certificate signed by us, our duly authorised representative or our solicitor as being due and payable by you to us is prima facie evidence that such amount is owing.

Payment Discount for In-house Orders (fax/email/phone)

A 1.5% discount is applied to your invoice ship total when you pay at the time of placing your order or on collection of goods from our warehouse. This is subject to payment being made available upon first presentation and the account being within trading terms. Not applicable for COD type accounts. This discount is not available with any other offer.

Orders

Orders may be placed by fax, telephone or email or online. If you would like to collect your placed order from our warehouse please allow at least 2 hours from time of ordering for your order to be processed and ready for collection. Note that last order of the day for collection needs to be received by 2pm. To keep our collection process smooth and efficient, collections are required to be picked up within 5 working days of placing your order. Should there be a delay in the collection of an order, your notification is much appreciated. After 5 working days, we will attempt to contact you for collection of your order, however reserve the right to charge a \$20 inc. GST processing and restocking fee should the order not be collected in accordance with the agreed timeframe.

PharmX

We provide PharmX ordering for your convenience. The PharmX Gateway provides an electronic process to order and receive invoices from Rener Health Products to customers who are connected to the PharmX Gateway and a POS Provider. If your account is approved, you can request further information regarding PharmX.

Wholesale and Recommended Retail Prices (RRPs)

We sell products to you at wholesale prices on the basis that you are a health professional or service/business within the health industry.

All RRP's are set directly by suppliers and we have no control over what businesses charge. If you become aware of any predatory pricing or other anti-competitive conduct by other businesses, we recommend that you contact the Australian Competition and Consumer Commission (see www.accc.gov.au for further information).

Returns

All orders sent will be deemed as accepted and in accordance with your order unless we are notified within 5 working days of the date of invoice. We reserve the right to refuse goods returned which are damaged, soiled, contaminated, expired or not in the condition originally supplied. We are under no obligation to accept cancellations, amendments or return of goods to an order which has been supplied correctly to you as per your order. We reserve the right to respond to specific circumstances at our discretion.

Cancellation of Orders

Rener Health Products reserve the right to charge a \$20 inc. GST cancellation fee for any order that is cancelled after it has been processed in our system. This charge covers restocking and handling costs.

Price Changes

All prices are subject to change without notice. We recommend you check each invoice/MyRener website to ensure you are aware of correct prices. Price changes are also published in our monthly newsletter.

In-house Minimum Orders and Freight

NOTE: These conditions and charges differ from online orders placed on www.myrener.com.au (see below for further details)

COLLECTIONS: Goods collected from Warehouse do not attract freight fees; kindly ensure you have placed your order 2 hours prior to collection to allow time for packing.

PERTH METRO: Orders over \$250.00 Plus GST are sent freight free in Perth, CBD, Metro & Outer Suburbs, otherwise a freight charge of \$9.00 Plus GST or \$11.00 Plus GST for Australia Post will apply. Australia Post Express is available for WA orders at a charge of \$20 Plus GST. We can arrange express courier deliveries for same day service delivery for Perth metro area at a charge of \$18.00 Plus GST - this is subject to availability and orders must be placed by 9.30am.

WA COUNTRY: Orders over \$400.00 plus GST are freight free for country areas and most other areas of W.A, otherwise a freight charge of \$14.50 Plus GST will apply.

REMOTE WA: Order minimum to Broome and Kununurra is \$400 plus GST, or freight is charged at \$50 plus GST. Christmas Island customers are charged a flat fee of \$50 regardless of order value. No express delivery options are currently available for these areas.

INTERSTATE: Orders being delivered anywhere outside of Western Australia incur a flat freight charge of \$20.00 Plus GST regardless of value. Interstate orders have the option of being sent express for \$30 Plus GST

INTERNATIONAL: Currently, international destinations are limited, however we can attempt to make necessary arrangements. All orders must be paid for in full and freight is charged separately at cost and is payable immediately.

Delivery Options & Times

Please see 'Delivery Information' at MyRener, www.myrener.com.au, for updated details regarding delivery options and expected delivery times.

Opening Hours

Our office is open from 8.30 am to 4.30pm Monday, Tuesday, Thursday and Friday; Wednesdays 9.30am to 4.30pm. All WA metro orders received by 10.30am should be delivered within a 24-48 hour period (except remote areas). Exceptional circumstances such as first week of month (order chaos), network problems (computer chaos), electrical power outs (no-computer chaos), ISP or telephone outages (communication chaos), or key personnel leave or illness (staff chaos) may impede on this schedule.

Warehouse Reception

Our Warehouse reception area is open for you to collect your order till 4.30pm daily. Final orders are placed for collection at 2pm - please give us at least 2 hours' notice to have your order prepared.

Carrier

We utilise local services for local deliveries, country courier services for outer suburbs and South Western Australia and Australia Post for most other areas. Please be aware that orders sent with 'special delivery details' are difficult to adhere to. If your delivery address is unattended at the time of delivery, a card will be placed in your letterbox with instructions to follow for the collection of your parcel. It is your responsibility to be in attendance upon attempted delivery as we are unable to re-route deliveries once they have left our warehouse. Please note if you request your parcel to be left 'without signature' as an authority to leave (ATL), **you accept full responsibility and risk** for the parcel once the parcel has been delivered. Rener Health Products reserve the right to charge customers any re-delivery fees charged.

Unavailable Stock and Backorders for In-house Orders

Stocked items may be in short supply for reasons beyond our control. We will endeavor to advise you of the estimated time of arrival for any product that is out of stock. However, we are not liable or responsible to you in any way for any items being out of stock or unavailable at the time of order.

The following conditions apply to backorders:

- (a) This complementary backorder service is not available outside of Western Australia or online (see the self-managed backorders for online ordering with MyRener).
- (b) We will contact you via automated email once the backordered item is available for you to purchase.
- (c) Following contact, backorders are held for 48 hours before automatic cancellation.
- (d) All orders containing backordered items must total \$75.00 plus GST or they are subject to regular freight charges.
- (e) Specials are available only while promotional stocks last. Specials will not roll over into the next month regardless of the item being on backorder.
- (f) We may remove backorders at our own discretion at any time and are not liable for any inconvenience caused.

Specials

At all times we will pass on specials (while promotional stock lasts) offered by our Suppliers and will notify you via our fax or email list of what specials are available. Please let us know if you are not receiving specials information. Note that cut off times apply.

Refrigerated/Temperature Sensitive Products

Refrigerated lines will be packed with complementary ice packs and most probiotic products are manufactured to standards that compensate for delivery times and temperature variances under 35°C. We do not recommend ordering refrigerated items and those such as chocolates and oils in hot weather, however you may do so at your own risk. To safeguard your order, please refrain from ordering temperature sensitive products on Friday afternoons or when the temperature is expected to exceed that which will keep your products viable. Please also note that we cannot be responsible for delays in delivery or non-attendance when a delivery has been attempted. Please note that we do not advise Australian north areas order these products in the warmer months. Whilst every attempt is made to ensure adequate packaging and delivery, we do NOT accept liability for product delivered warm - goods are ordered and dispatched at your risk. Alternatively, you may like to arrange to collect your order from our warehouse; please see 'Collections' above.

MYRENER DISCLAIMER - REFRIGERATED ITEMS: Please be aware this is a refrigerated item that will be packed with an icepack. If you would like your refrigerated items to also be packed in a styrofoam esky, please add an esky to your cart (Code: ESKY) for \$3.30 inc GST. Unfortunately, as we use third party non-refrigerated couriers and our weather can be somewhat unpredictable, we cannot approve of any credits or returns associated with orders arriving warm/hot, even when an esky has been purchased. Thank you for your understanding.

Practitioner Only Products

Rener Health distributes products that are deemed 'Practitioner Only'. These are only available to account holders defined as "Practitioners" in accordance with the Therapeutic Goods Act 1989.

State Supply Restrictions

In accordance with supplier imposed restrictions and in an attempt to reduce instances of damaged product, several ranges we stock are not available to all states within Australia. These restrictions are subject to change without notice and Renner Health Products cannot be held responsible for any issues arising from these restrictions. Our online ordering portal MyRenner, www.myrenner.com.au, will only display available ranges to your account once logged in.

Customer Advertising and Sales

Certain restrictions apply when advertising and selling health products online. If you advertise and sell online any health products that you purchase from us, you must ensure that your online advertisements and sales comply with all relevant laws and the requirements of your professional association's guidelines, the TGA and of the relevant product supplier. If you hold a Student Account, you must not advertise or sell any products to any third parties whatsoever.

Delays - Force Majeure

We are not responsible for any delay or failure of performance occasioned or caused by strikes, riots, fire, insurrection, embargoes, failure of carriers or suppliers, inability to obtain goods or transportation facilities, acts of God or of the public enemy, governmental tariffs and quotas, compliance with any law, regulation or other governmental or court order (whether valid or not), or any other cause beyond our control.

Sale of your Business or Change of Control

You must promptly notify us in writing if you have agreed to sell your business or (where you are a corporation) at least 50% of the beneficial interest or control in your business. If any sale or change in control occurs, you must pay to us (before settlement of the sale or change occurs) all amounts owing by you to us.

Security and Personal Property Securities Act 2009 (PPSA)

(Retention of title) Title to each good sold or supplied by us to you (Good) remains with us and does not pass to you until the good is paid for in full without any deduction, retention or set-off whatsoever.

(Transfer of possession) Despite any other provision, we may retain possession of any Good until any or every security interest respecting the good is (to our satisfaction) perfected by registration on the PPSA register.

(Recovery of possession) If you fail to pay for any Good by the due date for payment, you irrevocably authorise us to (as your agent and to the extent legally permitted) do anything reasonably necessary to re-take possession of the good including (without limitation) enter any premises at which we reasonably believe the good to be located.

(Assistance) You must do all things (including provide all details and data) that we require to facilitate, maintain or vary the registration of any security interest provided by you to us.

(Application of payments) If you make any payment to us, then we may apply the payment to satisfy any obligation that you owe to us (whether the obligation is unsecured, secured by security interest, or secured by purchase money security interest). We may apply the payment in any order or manner that we think fit, and we may amend or re-apply any application made.

(Exclusions and waivers) To the full extent permitted by law, the following apply to each and every security interest which you provide us: (a) PPSA sections 95, 121(4), 125, 130, 132(3)(d), 132(4) and 135 are excluded and contracted out of; (b) you waive all rights under the PPSA to receive any notice from us (including the right to notice of a 'verification statement' under PPSA section 157); and (c) we need not give you any notice required under the PPSA.

Default

Overdue accounts are an unnecessary strain on our resources, impede our ability to maintain a suitable supply for everyone (patients included), and are a direct breach of our credit agreement. Overdue accounts are automatically put on a 'stop supply' - no further orders will be dispatched until payment has been received and cleared. Consistent late payment necessitates a permanent withdrawal of credit facility. Please adhere to our trading terms!

If any amount payable by you to us is not paid by the due date for payment, then:

- (a) you must (on demand) pay us interest on the outstanding amount calculated daily at the rate of 18% per annum from the date the amount became due and payable to the date the amount is paid in full; and
- (b) we may withhold dispatching any further orders to you until the amount is paid in full.

If you breach your obligations under these Terms and Conditions, you must immediately pay to us on demand all costs and expenses incurred by us in enforcing these Terms of Trade or as a direct result of your breach (including, without limitation, legal costs on a full indemnity basis and debt collection fees).

New & Existing Customers

Credit facility on all new accounts to be reviewed quarterly. Any account not achieving Pro rata \$2,000 sales per annum, we reserve the right to require payment prior to goods being dispatched.

Agent

All acts and things which we may or must do under these Terms of Trade may be done by us or our nominated solicitor, agent, contractor or employee.

Limitation of Liability

To the extent permitted by law, our total liability for any claim under or in relation to these Terms of Trade or the supply of goods to you is limited to the price paid by you to us for the goods the subject of the claim

Notices

All notices that may or must be given under these Terms of Trade must be in writing and may be given by post, fax or e-mail. The notice must be sent to the address or number stated by the intended recipient in any document that refers to these Terms of Trade or as the intended recipient later notifies to the sender.

No Waiver

A failure to exercise or a delay in exercising any right, power or remedy under these Terms of Trade does not operate as a waiver. A single or partial exercise or waiver of the exercise of any right, power or remedy does not preclude any other or further exercise of that or any other right, power or remedy. A waiver is not valid or binding on the party granting that waiver unless made in writing.

Assignment

We may at any time assign our rights and interests or novate any of our rights and obligations under these Terms of Trade. You must not assign any of your rights or obligations under these Terms of Trade without our prior written consent, which consent may be refused or given in our absolute discretion.

Severability

If the whole or part of a clause in these Terms of Trade is or becomes illegal, unenforceable or invalid, then that clause or part is excluded from these Terms of Trade without affecting the remainder of these Terms of Trade.

Variation

We may vary these Terms of Trade from time to time. We may notify you of any variation of these Terms of trade by publishing the revised terms on our website or by notifying you that we have done so on an invoice, statement or other written communication. If you continue to deal with or place orders for goods with us after any such variation, you will be taken to have agreed to those terms as varied and to have taken the supply of those goods on those varied terms.

Governing Law

These Terms of Trade are to be construed in accordance with and governed by the laws of Western Australia.

Interpretation

In these Terms of Trade and in any document that refers to these Terms of Trade:

- (a) a reference to legislation includes any variation or re-enactment of it and a regulation or statutory instrument issued under it;
- (b) a reference to a party to these Terms includes the party's successors, permitted substitutes, permitted assigns and (if applicable) the party's legal personal representatives; and
- (c) a right or obligation of any two or more persons confers that right or imposes that obligation on each of them severally and on any two or more of them jointly.

****ADDITIONAL TERMS OF TRADE: ONLINE ORDERING - MYRENER****

Our online ordering service provides the convenience of ordering 24-7... anytime, anywhere! Sign up at www.myrener.com.au. Upon approval, you will be sent your username and password. Please ensure you read and agree to the below additional terms of trade specific to online orders. Note that our site uses the latest in website technology and requires an up to date operating system. For best results, please use Google Chrome. Renner Health Products do not take any responsibility for an inability to access our website at any time.

****IMPORTANT NOTE**** When ordering a product on a +1 special, you **MUST** enter the +1 quantity for the discount to apply (ie: if ordering a 4+1 special, please add quantities of 5 into your cart). Please ensure all discounts have applied at checkout. If you have any queries, please do not hesitate to contact us to discuss prior to issuing your order.

Online orders are processed under the following conditions:

- a) **Minimum Orders:** We are more than happy to process an order of any value for you, however freight charges apply to online orders of less than **\$165 inc. GST** for all states nationwide, except remote north (Broome, & Kununurra, WA minimum order \$440 inc. GST). Order minimum to Broome and Kununurra is \$440 inc. GST, or freight is charged at \$50 plus GST. Christmas Island customers are charged a flat fee of \$55 inc. GST regardless of order value. There are no freight charges should you elect to collect your order from the warehouse during our opening hours ('collection' option at checkout)
- b) **Freight Charges:** Orders under the prescribed freight minimums will incur the following charges: WA Metro postcodes \$9.00 ex. GST, WA Country \$14.36 ex. GST, all PO Boxes and interstate \$20 ex. GST, interstate express \$30 Plus GST and remote north \$50 ex. GST
- c) **Collections:** Our Warehouse is open for you to collect your order as per our opening hours above. Please give us at least 2 hours' notice to have your order prepared. Final orders for collection need to be placed by 2.00pm
- d) **Delivery Information:** Please ensure all address and delivery details are clear and concise. All WA metro orders received by 10.30am should be delivered within a 24-48 hour period (except in extenuating circumstances or remote north locations). If your delivery address is unattended at the time of delivery, our couriers/Australia Post will place a card in your letterbox with instructions to follow for the collection of your parcel. It is your responsibility to be in attendance upon attempted delivery as we are unable to re-route deliveries once they have left our warehouse. Please note if you request your parcel to be left 'without signature', you accept full responsibility and risk for the parcel once the parcel has been delivered.
- e) **Order Changes/Cancellations:** Please note that once you have placed and confirmed your order online, we cannot amend/make any changes to your order, online or otherwise. Please choose your products carefully. If you have a product enquiry, please contact us prior to ordering. Renner Health Products reserve the right to charge a \$20 inc. GST cancellation fee for any order that is cancelled after it has been processed in our system. This charge covers restocking and handling costs.
- f) **Backorder Management:** Should any item be out of stock at the time of your online order, you may add the item/s to 'Backorder' to backorder the item. You will receive an automatic notification when the item/s are back in stock, at which point you may login and order as usual. As per our usual Terms and Conditions of Trade, you are not obliged to purchase your backorders. Simply remove them from your backorder list if you no longer wish to purchase/backorder the item/s. You may still backorder specials, however if stock does not arrive within the same promotional month, we cannot offer the special. ****Note that online backorders are not seen nor processed by our Customer Service Staff - they are fully managed by you, the customer, as you log into online ordering. All items back in stock from 'My Backorder's are subject to usual online ordering order minimums and freight charges and cannot be transferred to in-house orders****
- g) **Returns Policy:** All orders sent will be deemed as accepted and in accordance with your order unless we are notified within 5 working days from the date of invoice. We reserve the right to refuse goods returned which are damaged, soiled, contaminated, expired or not in the condition originally supplied. We are under no obligation to accept cancellations, amendments or return of goods to an order which has been supplied correctly to you as per your order. We reserve the right to respond to specific circumstances at our discretion. ****Please note that if you choose to purchase short-dated items they cannot be returned for credit unless they are deemed faulty by Renner Health Products****
- h) **Specials:** Products being promoted on special are found in the 'Specials' Tab, or on each product on special. Please note that these specials are available only while promotional stocks last. Monthly specials are also communicated to all customers via email - if you are not receiving these emails please let us know so we can place you on the email list. It is the customer's responsibility to ensure they have ordered correctly. Renner Health Products will not be held liable for missing products or discounts where the customer has not ordered correctly. See Important Note in the adjacent column.

- i) Price Changes: All prices are subject to change without notice and our website is updated live. Price changes are also published in our monthly newsletter.
- j) Refrigerated lines will be packed with complementary ice packs and most probiotic products are manufactured to standards that compensate for delivery times and temperature variances under 35°C. We do not recommend ordering refrigerated items and those such as chocolates and oils in hot weather, however you may do so at your own risk. To safeguard your order, please refrain from ordering temperature sensitive products on Friday afternoons or when the temperature is expected to exceed that which will keep your products viable. Please also note that we cannot be responsible for delays in delivery or non-attendance when a delivery has been attempted. Please note that we do not advise Australian north areas order these products in the warmer months. Whilst every attempt is made to ensure adequate packaging and delivery, we do NOT accept liability for product delivered warm - goods are ordered and dispatched at your risk. Alternatively, you may like to arrange to collect your order from our warehouse; please see 'Collections' above.

MYRENER DISCLAIMER - REFRIGERATED ITEMS: Please be aware this is a refrigerated item that will be packed with an icepack. If you would like your refrigerated items to also be packed in a styrofoam esky, please add an esky to your cart (Code: ESKY) for \$3.30 inc GST. Unfortunately, as we use third party non-refrigerated couriers and our weather can be somewhat unpredictable, we cannot approve of any credits or returns associated with orders arriving warm/hot, even when an esky has been purchased. Thank you for your understanding. As per our usual Terms and Conditions of Trade, refrigerated items are purchased at your own risk.

- k) Trade Conditions: All regular Rener Health Products terms and conditions apply (as above).